



City of Belton

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December 1, 2015

Dear Utility Customer,

This letter is to inform you of upcoming changes to the City of Belton's billing practices for utility bills. Effective January 1, 2016 the City will implement new late notices as well as late fee and service disconnection policies. Currently, late notices are mailed the business day after payment is due and customers have a five day grace period before a late fee is applied to their account and an additional five day grace before service is subject to disconnection for non-payment. Under the new policy, customers will be given an extra five days before their bill is due, and late notices will be mailed the day the late fee is applied and customers will have a ten day grace period before service is subject to disconnection. Examples of the new due dates, late notice dates and grace period are outlined below.

	Cycle 2 – Due Date 15 th (current due date of 10 th)	Cycle 1 – Due Date Last Day of Month (current due date of 25 th)
Late fee applied and notice mailed	16 th	1 st
Service disconnection date	26 th	11 th

Additional information on the new policy can be found at www.beltontexas.gov/utilitybilling.

Sincerely,

Brandon Bozon
Finance Director